

ARIZONA CORPORATION COMMISSION

FORMAL COMPLAINT FORM

ORIGINAL



0000093513

COMPLAINT

Overcharges for electric services

COMPLAINANT'S NAME

71372

ADDRESS

25830 W La Vista

RECEIVED eye, AZ 85510

(602) 214 2006

NAME OF RESPONSIBLE PARTY

Lydia Tsosie

PHONE (WORK)

NAME OF UTILITY

APS

2009 FEB -6 P 12:17

ACCOUNT NUMBER

991532281

GROUNDS FOR COMPLAINT:

(COMPLETE STATEMENT OF THE GROUNDS FOR COMPLAINT. INDICATING DATE(S) OF COMMISSION OR ACTS OR THINGS COMPLAINED OF.) (USE ADDITIONAL PAGE IF NECESSARY.)

E-01345A-09-0049

DOCKET CONTROL

When I got the July of 2008 bill, of \$381.00, (see copy marked C III), I thought the rates had increased and everybody's bill was that high, until I talked to my cousin, she is on the Standard plan without the energy support program discount, I have this program, her July bill was \$325.00, she said that's the most she ever paid for electricity, some \$60.00 less than my bill, she has a swimming pool it's pump uses around \$26.00 a month, she told me she sets her air conditioning at 77° at night, I set mine between 81°-89°, during the day she sets it 79°, I set it 84°, she has seven people living in the home, I had two for the month of June, and one for the month of July. In July I didn't run the washing machine, or dishwasher, or use the stove

NATURE OF RELIEF SOUGHT: (USE ADDITIONAL PAGE IF NECESSARY.)

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I expect to be credited for: the November 2008 bill \$7.95, a difference of 118 kw overcharged according to my calculations (see copy attached marked C I, and C1, C2); the December bill, \$21.90, a difference of 234 kw overcharge, (see copies C II, C2, C3, C4), for January 2009 bill a difference of 258 kw overcharge (see C4, C5, C6, C7), I just received this bill, approximately

Lydia M. Tsosie

Arizona Corporation Commission

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SIGNATURE OF COMPLAINANT OR ATTORNEY

DOCKETED

FEB -6 2009

DOCKETED BY

DR

ARIZONA CORPORATION COMMISSION
FORMAL COMPLAINT FORM

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GROUND FOR COMPLAINT: (CONTINUED)

at all. For the electricity I used in July my bill should have been around \$100.00, no more than \$150.00. Since I started monitoring my meter very closely beginning November 7th to present, (see copies which I have numbered C1 through C8), I'll be referring to throughout my complaint. I figured the daily consumption is 9 kw a day (24 hrs) when I don't run any major appliance (see C5) 01.02.09 and 01.07.09 2 kw 6hr, also (see C6) 01.15.09 1 kw 3 1/2 hr and C7 01.26.09 1 kw 3 1/2 hr, C8 01.31.09 2 kw 6hr, C6 01.08.09 1 kw 3 1/2 hr, and C4 12.27.08 6hr 2 kw according to these findings the daily consumption should read 6.857 kw on those days no major appliance was used. A load of clothes + dryer used 11 kw see C6 01.10.09, 2 kw for washer, 9 kw for dryer, the oven used 4 kw in 2 hr see C1 11.07.08, dishwasher used 5 kw see C1 11.10.08. After concluding these calculations I found too many questionable readings of meter. On 11.10.08 C1 the meter should have read at least 27 kw less, on 11.12.08 it read 7 kw more than it should have, on 11.13.08 4 kw more, on 11.14.08 9 kw more, on 11.15.08 1 kw more, on 11.17.08 27 kw more, on 11.18.08 6 kw more, on 11.19.08 5 kw more, on 11.20.08 C2 7 kw more, on 11.21.08 5 kw more, on 11.22.08 6 kw more, on 11.24.08 14 kw more, on 11.25.08 5 kw more, on 11.26.08 3 kw more, on 11.27.08 20 kw more, because the readings on this day were extremely high on both field 004, 003 without any activity going on, I came to the conclusion that someone is

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ARIZONA CORPORATION COMMISSION
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GROUND FOR COMPLAINT: (CONTINUED)

controlling the meter, putting in those numbers, how else could you explain these readings: C4 12.27.08 2 kw in 6 hrs, C5 01.07.09 2 kw in 3 hrs, and also 2 kw in 6 hrs, C7 01.22.09 2 kw in 5 hrs, 01.23.09 2 kw in 5½ hrs, C8 01.29.09 2 kw in 4 hrs, 2 kw in 3½ hrs, 2 kw in 6 hrs. on 01.31.09, or C8 02.04.09 1 kw in 4 hrs, C6 01.08.09 1 kw in 3½ hrs, 01.09.09 1 kw 1½ hr, 1 kw in 3½ hrs. on 01.15.09, C8 02.03.09 1 kw in 3 hrs, 02.02.09 1 kw 3½ hrs, C7 01.23.09 1 kw in 2 hrs, and the unexplainable readings starting 01.26.09 through 01.28.09, the meter could not do that on its own, if it records only the electricity that goes through it, it should be running consistently. There is too many other discrepancies in my findings to write down. If this scam doesn't stop I'll call the local News to start their own investigation.

NATURE OF RELIEF SOUGHT: continued from page 1
\$ 18.68. One more observation I'd like to record, if you look at the graph on C II and C IV Nov., Dec., of 2007, Jan. of 2008 should have been similar to Nov., Dec., of 2008, Jan. of 2009 according to my usage, the difference is pretty significant. Based on this intense and gruesome investigation who is to know the amount I was overcharged in 20 years that I paid electricity, and every other person and business in the United States? (the amount would be staggering). This scam is going on all over the U.S. including the Water Companies too,
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GROUND FOR COMPLAINT: (CONTINUED)

some examples: in Chicago my cousin received \$400.00 electric bill while she wasn't staying in the apartment, the refrigerator was unplugged, in Washington state my cousin went to Mexico for a whole month he unplugged the refrigerator, his electric bill was \$250.00, my next door neighbor moved out after only 3 years because her water bill was \$400.00, mine was \$59.00, when my aunt was visiting her kids in Washington her water bill was twice as much \$144.00, coincidentally the house my cousin rents, the renters were gone 3 weeks out of the month, their water bill was \$140.00 also, these two bills were adjusted some right away. No one has time to investigate these overcharges until you get an outrageously high bill. I invested 3 months of intense monitoring of the meter. I duly demand this scam to be brought to an end. I expect my future bills to be charged accordingly to my usage. I also request, what you see deemed, an appropriate adjustment relief for the months of June 2008 through November 7th 2008. (see copies attached).

001	11.07.08	10:34am	001	11.07.08	
002	10 32,33,34,38		002	17 19,20	days
003	50922	4 kw	003	50926	(4kw) $\frac{5}{7}$ hr
004	19062		004	19067	(5) stove 2 $\frac{1}{2}$ hrs
005	003.2		005	003.2	(.57kw hr) $\frac{1}{2}$

001	11.10.08	2723	001	11.10.08	2
002	11 49,50		002	17 12	
003	50983	57kw?	003	50988	5 kw 5 hr 1.
004	19069	(2)	004	19074	dishwasher (5)
005	003.2	.85kw hr	005	003.2	(1kw 1hr)

001	11.11.08		001	11.12.08	
002	09 36		002	13 20	1 load clothes (13)
003	50997	9 kw	003	51026	rinse dishwasher (2)
004	19075	(13)	004	19088	(13) days
005	003.2	(.56 kw hr) 1 hr	005	003.2	361 for 20

001	11.13.08		001	11.14.08	
002	11 26		002	12 28	
003	51039	13kw 2 days	003	51057	
004	19093	(5)	004	19099	(6)
005	003.2	(.59 kw hr) 4	005	003.2	18 one day

001	11.15.08		001	11.17.08	
002	08 10		002	11 46	
003	51067	10kw	003	51112	
004	19103	(4)	004	19104	(1) (.87kw hr)
005	003.2	(.50 kw hr) 6	005	003.2	45 ?

001	11.18.08		001	11.19.08	
002	15 51		002	09 14	
003	51127		003	51141	
004	19112	(2)	004	19114	(2)
005	003.2	(.54kw hr) 15kw	005	003.2	14kw (.82kw hr)

001 11.20.08
 002 10 15
 003 5 11 57
 004 19120 (6)
 005 003.2 16kw
 (.64kwhr)

7 001 11.21.08 5
 002 10 09
 003 5 11 71
 004 19126 (6)
 005 003.2 14kw
 (.58kwhr)

001 11.22.08 0
 002 12 31
 003 5 11 86
 004 19131 (6)
 005 003.2 15kw
 (.58kwhr)

001 11.24.08 14
 002 10 32
 003 5 12 18 32kw
 004 19132 9(1)
 005 003.2
 (.70kwhr) 509 TOTAL 45kw 117 days 16kw a day

001 11.25.08 5
 002 13 24
 003 5 12 32 44288
 004 19139 (7) 567
 005 001.1? 14kw 34 days
 (.52kwhr)

001 11.26.08 3
 002 10 38
 003 5 12 44
 004 19143 (4)
 005 001.1 12kw
 (.57kwhr)

001 11.27.08 20
 002 11 52
 003 5 12 73 29kw?
 004 19159 (16)?
 005 004.6?
 (1.14kwhr)

001 11.28.08 3
 002 08 20
 003 5 12 85 (12)
 004 19165 (6)
 005 004.6
 (.60kwhr)

001 11.29.08 10
 002 08 42
 003 5 13 04 19kw?
 004 19177 (12)?
 005 004.6
 (.79kwhr)

001 12.01.08 4
 002 10 49
 003 5 13 53 49kw
 004 19177 21 loads clothes (18)
 005 004.6 dishwasher (5)
 (.98kwhr)

001 12.02.08 7
 002 12 13
 003 5 13 69 16kw
 004 19184 (7)
 005 004.6 (.64kwhr)

001 12.03.08 6
 002 10 49
 003 5 13 84 15kw
 004 19190 (4)
 005 004.6 (.65kwhr)

001 12.04.08
 002 12 16
 003 51398 (14)
 004 19197 (7)
 005 004.6
 (.56 kw hr)

5 001 12.05.08
 002 09 28
 003 51413 (15 kw)
 004 19202 (5)
 005 004.6
 (.71 kw hr)

001 12.06.08
 002 09 14
 003 51431 18 kw?
 004 19208 (6)
 005 004.6
 (.75 kw hr)

9 001 12.09.08
 002 09 49
 003 51499 12 kw
 004 19214 11 food clothes
 005 004.6
 (.95 kw hr)

001 12.10.08
 002 08 33
 003 51510 11 kw
 004 19220 (6)
 005 004.6
 (.48 kw hr)

2 001 12.10.08
 002 11 55
 003 51518 8 kw 3 1/2 hr 2.3
 004 19226 (6) dishwasher +
 2 showers
 005 004.6
 (.267 kw hr)

001 12.11.08
 002 09 02
 003 51536 20 18 kw?
 004 19230 (4)
 005 004.6
 (.86 kw hr)

9 001 12.12.08
 002 08 31
 003 51546 10 kw
 004 19235 (5)
 005 004.6
 (.43 kw hr)

001 12.13.08
 002 11 00
 003 51559 13 kw
 004 19241 (6)
 005 004.6
 (.49 kw hr)

4 001 12.15.08
 002 08 35
 003 51597 38 kw
 004 19241 (0)
 005 004.6 oven (2 hr)
 (.84 kw hr) 2 shower

001 12.15.08
 002 14 45
 003 51603 6 kw 6 hr 1.
 004 19247 (6)
 005 004.6 stove 1 meal
 (1 kw hr)

001 12.16.08
 002 10 38
 003 51622 19 kw?
 004 19252 (5)
 005 004.6 (.95 kw hr)

001 12.16.08
 002 12 57
 003 51626 4kw 2 1/2 hr dishwasher
 004 19257 (5)
 005 004.6
 (1.6 kw hr)

001 12.17.08
 002 09 08 shower 12
 003 51647 25 kw ?
 004 19272 (21) ?
 005 004.6 15
 (1.1 kw hr)

001 12.18.08 10
 002 11 23
 003 51666 19 kw ?
 004 19281 (9) ?
 005 004.6
 (.73 kw hr)

001 12.19.08
 002 10 51
 003 51687 21 kw ?
 004 19293 12 ?
 005 004.6 2 shower
 (.89 kw hr)

001 12.20.08 3
 002 10 18
 003 51702 15 kw shower
 004 19298 (5)
 005 004.6
 (.64 kw hr)

001 12.22.08 18 #
 002 13 29 1 load clothes 3 shower
 003 51754 52 kw ?
 004 19300 (2)
 005 004.6
 (1 kw hr) 29

001 12.23.08 15
 002 11 02
 003 51778 24 kw ?
 004 19308 (8) ?
 005 004.6
 (1.1 kw hr)

001 12.23.08
 002 13 14
 003 51783 5 kw 2 hr
 004 19313 (5) dishwasher
 005 004.6 (see 11.10.08)
 (2.5 kw hr)

001 12.24.08 3
 002 09 15 7
 003 51795 12 kw
 004 19318 (5) wash
 005 004.6 living room carpet
 (.60 kw hr)

001 12.25.08 8
 002 08 16
 003 51812 17 kw ?
 004 19330 (12) ?
 005 004.6
 (.74 kw hr) 9

001 12.26.08 9
 002 09 00
 003 51830 18 kw ?
 004 19340 (10) ?
 005 000.0 ?
 (.72 kw hr)
 51852 (104) 21

001 12.27.08 21
 002 11 33
 003 51860 30 kw ?
 004 19356 (16) ?
 005 004.7 ?
 (1.13 kw hr)
 10 hr 2 kw (.33 hr) 20

001	12.29.08	(.63 kw hr)	7	001	12.30.08	8
002	10 55			002	08 25	
003	51890	30 kw		003	51907	17 kw ?
004	19354 (0)	dishwasher		004	19366 (10)	
005	004.7			005	004.7	
	(.43 kw hr)	3 kw 4 hrs			(.79 kw hr)	3

001	12.30.08			001	12.31.08	14
002	13 55	30 kw		002	07 31	
003	51910	3 kw ? 5 1/2 hr		003	51931	21 kw
004	19369 (3)	even 30 min (15 kw)		004	19377 (8)	1 shower
005	004.7			005	004.7	stove 17 hrs 1 burner
	(.55 kw hr)				(1.14 kw hr)	6

001	12.31.08			001	12.31.08	
002	09 30			002	12 57	
003	51934	3 kw		003	51938	4 kw 3 1/2 hr
004	19378 (1)	stove 2 burners (2 hrs)		004	19381 (3)	stove
005	004.7			005	004.7	1 burner (3 hr)
	(1.5 kw hr)				(1.14 kw hr)	5

001	01.01.09			001	01.02.09	13
002	08 04			002	10 24	
003	51965	27 kw ? 1 load		003	51992	27 kw ?
004	19393 (12)	? clothes, 1 shower, 1 burner (6 hrs)		004	19407 (4)	dishwasher
005	004.7			005	004.7	
	(1.42 kw hr)	(16 kw)			(1.4 kw hr)	10

001	01.03.09		14	001	01.05.09	16
002	10 49			002	10 42	
003	52018	26 kw ?		003	52068	50 kw
004	19423 (16)			004	19424 (1)	1 load
005	004.7	2 showers		005	004.7	clothes, 3 shower
	(1.1 kw hr)				(1 kw hr)	3

001	01.06.09			001	01.07.09	3
002	09 29			002	09 07	
003	52077	9 kw 23 hr		003	52089	12 kw
004	19429 (5)			004	19436 (7)	
005	004.7			005	004.7	3 kw 6 hr
	(.39 kw hr)				(.50 kw hr)	3
					(.61 kw hr)	2 kw 6 hr
						.53 kw hr

C 5

inconsistent readings

001 01.08.09

002 09 45

003 52.10.2³ 1.3 kw

004 19442³ (6)

005 004.7

.53 kw hr

1 kw 3 1/2 hr. 29

4

001 01.09.09 10

002 08 40

003 52.12.4²⁶ 2.2 kw?

004 19459¹⁰¹ (17)?

005 005.0 ? 1 shower

.96 kw hr 1 kw 1 1/2 hr. 62

2 kw 5 hr. 40

0

001 01.10.09 2 shower 2 loads clothes

002 08 41

003 52.13.6^{38,40,41,51,58,65} 1.2 kw?

004 19466 (7) .50 kw hr

005 005.0 2 kw 3 1/2 .57

4 kw 5 hr wash. mach. 20 min. 80, 5 kw 7 hr. 71

15 kw 10 hr 1.5, 22 kw 13 hr 1.7

29 kw 16 1/2 hr 1.8

11 kw for a load of clothes + dryer 3

001 01.13.09 dryer 9

002 11 10 36

003 52.22.9³⁶ 2.6 kw 1. hr

004 19478.84

005 005.0

7 kw 4 hr 1.8

11

001 01.14.09 1 shower (17 kw)

002 09 03.69 2.7 kw

003 52.26.3^{39,41,71} 1.5 hr

004 19501.623, 09

005 005.1?

6 kw 7 hr. 86; 2 kw 1 hr washing machine 2.

14

001 01.15.09 10 kw 15 hr.

002 07 57.82.87.89

003 52.28.1⁶⁷ 1.8 kw 78 hr

004 19512¹¹ (11) 13.18.20

005 005.1

1 kw 3 1/2. 29, 5 kw 4 hr 1.3 wash only

machine, 2 kw 3 1/2 hr. 57.

6

001 01.16.09 16

002 14 25 13

003 52.30.6¹³ 2.5 kw .82

004 19529 (17).35

005 005.1

17 kw 19 1/2 hr. 87 gone nothing

2 kw 7 hr 1. clean car

10

001 01.17.09

002 08 12.21.35

003 52.32.1¹⁵ 1.5 kw. 83

8 kw 11 hr. 73, 6 kw 6 hr 1. nothing.

004 19535 (6)

005 005.1

8 kw 5 hr 1.6 dishwasher

6

C 6

001 01.19.09
 002 07 59 14,80,99
 003 52 364 143 kw.90
 004 19 535 (0) 43,50,58
 005 005.1, 005.2
 29 kw 37 hr.78, 10 kw 5 1/2 1.8 (load
 clothes, dryer) 6 kw 3 1/2 1.7 (1 load
 dryer ex) 19 kw 9 hr 2.1 (1 load
 clothes, dryer ex) 85 kw 18 hr 1.9

001 01.20.09 30
 002 07 32
 003 52 403 39 kw 1.7
 004 19 558 (43)?
 005 005.2

001 01.21.09
 002 16 401 gone all day
 003 52 433 30 kw? .91
 004 19 566 (8) ?
 005 005.2

001 01.22.09 5
 002 11 17 49
 003 52 447, 14 kw.78
 004 19 569, 71
 005 005.2
 (2 kw 5 hr.4)

001 01.23.09 9
 002 10 06
 003 52 465 18 kw.78
 004 19 576 (7), 79
 005 005.2
 (2 kw 5 1/2 .36) (1 kw 2 hr.50)

001 01.24.09 0
 002 10 04 84, 88
 003 52 476 11 kw.45
 004 19 581 (5)
 005 005.2
 8 kw 5 hr 1.6 (2 showers)
 4 kw 5 hr.8 (wash carpet)

001 01.26.09 17
 002 11 45 14, 23
 003 52 518, 42 kw.84
 004 19 582 (17), 83, 86, 87
 005 000.4 2 shower
 1 kw 1 hr 1.4
 4 kw 2 hr 2. (dishwasher)
 (1 kw 3 1/2 hr.28)

001 01.27.09 7
 002 10 13 37, 38
 003 52 537, 19 kw.84
 004 19 590 (8) 90, 91
 005 002.6 1 shower
 (0 kw 1 1/2 hr)
 (1 kw 5 hr.2)

001 01.28.09
 002 13 23 2 shower
 (0 kw 3 hr)

003 52 569, 32 kw 1.18
 004 19 610 (20)?, 11
 005 005.0

001 01.29.09 4
002 09 21
003 52 58 12^{17hr} kw.6, 83
004 19615, (5), 17
005 005.0
2 kw 4 hr. 5

001 01.30.09 \$11
002 12 29 21^{hrs}
003 52600 19 kw.70
004 19621 (6)
005 005.0

001 01.31.09
002 09 13 13
003 52609 11¹³ 9 kw 21 hr.42
004 19625 (4), 25, 25
005 005.0 1 shower
2 kw 6 hr. 33 2 kw 3 1/2 .57

001 02.02.09 17
002 09 28 47, 48
003 52644, 35 kw 48 hr.72
004 19625 (0), 28, 29
005 005.0
3 kw 6 hr. 5 ; 1 kw 3 1/2 .28

001 02.03.09 3
002 08 10 60, 65, 66
003 52656, 12 kw 23 hr.52
004 19630 (5), 31, 34, 37
005 005.0
4 kw 4 hr 1 ; 5 kw 3 hr 1.66
1 kw 3 hr

001 02.04.09 9
002 11 10 74, 77
003 52675, 19 kw 27 hr
004 19639 (9), 41, 42
005 005.0
1 kw 4 hr. 25
1 kw 4 hr. 25



THE POWER TO MAKE IT HAPPEN®



Your electricity bill
December 1, 2008

Lydia Tsosie

Your account number
991532281

Your service plan: Standard Rate With E-3

Meter number: K10636
Meter reading cycle: 18

Charges for electricity services

Cost of electricity you used

Basic service charge	\$1.85
Delivery service charge	\$18.22
Environmental benefits surcharge	\$1.32
Federal environmental improvement surcharge	\$0.09
Competition rules compliance charge	\$0.19
System benefits charge	\$1.02
Energy support program discount (26%)	-\$14.76
Metering*	\$2.64
Meter reading*	\$1.82
Billing*	\$2.05
Generation of electricity*	\$24.01
Transmission and ancillary services*	\$2.88
Transmission cost adjustment*	\$0.67
Cost of electricity you used	\$42.00

Taxes and fees

Regulatory assessment	2% \$0.88
State sales tax	5.6% \$2.36
County sales tax	7% \$0.29
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$44.73

Total charges for electricity services

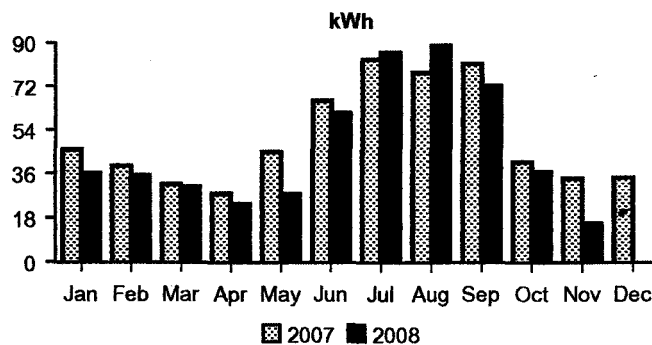
\$44.73

* These services are currently provided by APS but may be provided by a competitive supplier.

Amount of electricity you used

Meter reading on Nov 24	51219
Meter reading on Oct 22	50665
Total electricity you used, in kWh	554

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	33	29	30
Average outdoor temperature	66°	77°	70°
Your total use in kWh	554	1093	1053
Your average daily cost	\$1.35	\$4.28	\$2.76

more than twice

\$20 for 2 weeks

\$7.42

\$7.95

3.12

Handwritten calculations:

8.55
46.13
54.68
14.17
40.31

54.75
26%
14.76
42.00

513
2.88

Handwritten calculations:

52.80
44.45
13.73
32.89

26%
38.72

Handwritten calculations:

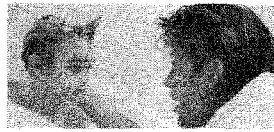
42.38
13.61
38.72

26%

x CI



THE POWER TO MAKE IT HAPPEN®



Your electricity bill
December 31, 2008

Lydia Tsosie

Your account number
991532281

Your service plan: Standard Rate With E-3

Meter number: K10636
Meter reading cycle: 18

Charges for electricity services

Cost of electricity you used

Basic service charge	\$1.79
Delivery service charge	\$20.09
Environmental benefits surcharge	\$1.32
Federal environmental improvement surcharge	\$0.10
Competition rules compliance charge	\$0.21
System benefits charge	\$1.13
Energy support program discount (26%)	-\$15.95
Metering*	\$2.56
Meter reading*	\$1.76
Billing*	\$1.98
Generation of electricity*	\$26.48
Transmission and ancillary services*	\$3.18
Transmission cost adjustment*	\$0.74
Cost of electricity you used	\$45.39

Taxes and fees

Regulatory assessment	\$0.08
State sales tax	\$2.55
County sales tax	\$0.32
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$48.34

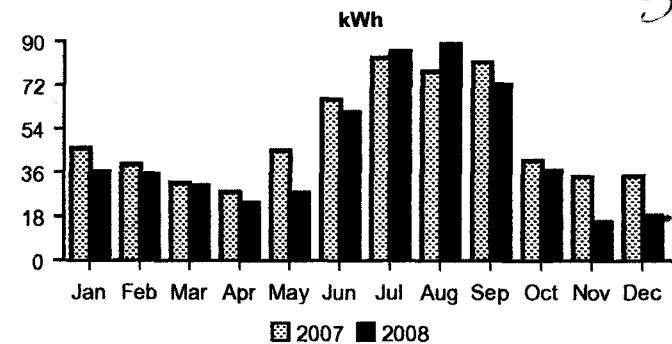
Total charges for electricity services \$48.34

* These services are currently provided by APS but may be provided by a competitive supplier.

Amount of electricity you used

Meter reading on Dec 26	51830
Meter reading on Nov 24	51219
Total electricity you used, in kWh	611

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	32	33	33
Average outdoor temperature	54°	66°	53°
Your total use in kWh	611	554	1169
Your average daily cost	\$1.51	\$1.35	\$2.96

X865-41AB Rev. 1-05

almost twice more than

\$23.78 re (21.90)

(6.73)

8.10
50.88
66.61
15.95
16.25

42.63
50.88
39.07
106
2.19
27

258 kWh 430 kWh
31 days
\$36.00
January

8.10
31.39
41.39
16.56
24.83
105
1.39
0.17

C II



THE POWER TO MAKE IT HAPPEN®



Your electricity bill
January 30, 2009

Lydia Tsosie

Your account number
991532281

Your service plan: Standard Rate With E-3

Meter number: K10636
Meter reading cycle: 18

Charges for electricity services

Cost of electricity you used

Basic service charge	\$1.74
Delivery service charge	\$22.59
Environmental benefits surcharge	\$3.17
Federal environmental improvement surcharge	\$0.11
Competition rules compliance charge	\$0.23
System benefits charge	\$1.27
Energy support program discount (26%)	-\$18.04
Metering*	\$2.48
Meter reading*	\$1.71
Billing*	\$1.92
Generation of electricity*	\$29.77
Transmission and ancillary services*	\$3.57
Transmission cost adjustment*	\$0.83
Cost of electricity you used	\$51.35

Taxes and fees

Regulatory assessment	\$0.09
State sales tax	\$2.88
County sales tax	\$0.36
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$54.68

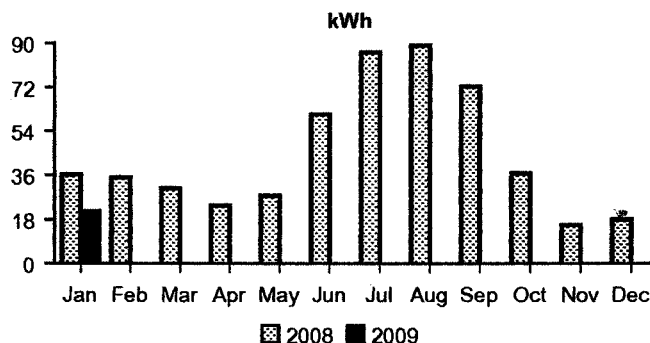
Total charges for electricity services \$54.68

* These services are currently provided by APS but may be provided by a competitive supplier.

Amount of electricity you used

Meter reading on Jan 26	52517
Meter reading on Dec 26	51830
Total electricity you used, in kWh	687

Average daily electricity use per month



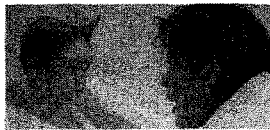
Comparing your monthly use

	This month	Last month	This month last year
Billing days	31	32	30
Average outdoor temperature	55°	54°	50°
Your total use in kWh	687	611	1123
Your average daily cost	\$1.76	\$1.51	\$3.11

C IV



THE POWER TO MAKE IT HAPPEN®



Your electricity bill
July 29, 2008

2454
26

Lydia Tsosie

Your account number
991532281

Your service plan: Standard Rate With E-3

Meter number: K10636
Meter reading cycle: 18

Charges for electricity services

Cost of electricity you used

Basic service charge	1.62	\$1.74
Delivery service charge		\$88.87
Environmental benefits surcharge		\$1.32
Federal environmental improvement surcharge		\$0.43
Competition rules compliance charge		\$0.91
System benefits charge		\$5.00
Energy support program discount		-\$13.00
Metering*	2.22	\$2.48
Meter reading*	1.16	\$1.71
Billing*	1.80	\$1.92
Generation of electricity*		\$249.60
Transmission and ancillary services*		\$14.06
Transmission cost adjustment*		\$3.27
Cost of electricity you used		\$358.31

Taxes and fees

Regulatory assessment	18.31	\$0.66
State sales tax	33.23	\$20.10
County sales tax	198	\$2.51
City sales tax		\$0.00
Franchise fee		\$0.00
Cost of electricity with taxes and fees		\$381.58

Total charges for electricity services

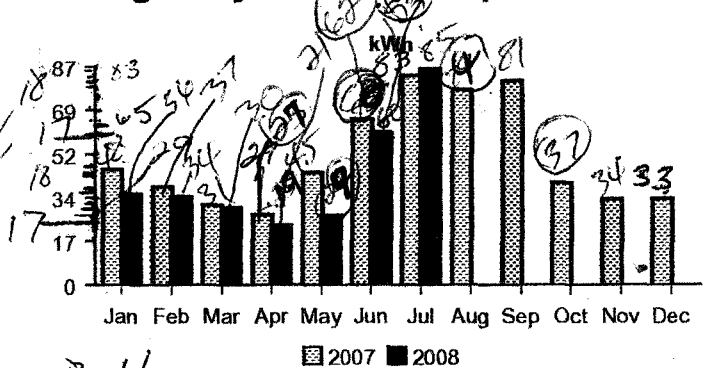
\$381.58

* These services are currently provided by APS but may be provided by a competitive supplier.

Amount of electricity you used

Meter reading on Jul 25	44710
Meter reading on Jun 24	42007
Total electricity you used, in kWh	2703

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	31	28	29
Average outdoor temperature	92°	86°	94°
Your total use in kWh	2703	1733	2445
Your average daily cost	\$12.30	\$8.20	\$8.65

TOTAL \$596 (4949)
\$816
133 Jun-2007

Corporation Commission

00021 542 4143

Lenora

Deb 9-10

C III

written consumption history

1200 W. Washington





THE POWER TO MAKE IT HAPPEN®



Your electricity bill
August 27, 2008

Lydia Tsosie

Your account number
991532281

Your service plan: Standard Rate With E-3

Meter number: K10636
Meter reading cycle: 18

Charges for electricity services

Cost of electricity you used

Basic service charge	\$1.57
Delivery service charge	\$82.96
Environmental benefits surcharge	\$1.32
Federal environmental improvement surcharge	\$0.40
Competition rules compliance charge	\$0.85
System benefits charge	\$4.67
Energy support program discount	-\$13.00
Metering*	\$2.24
Meter reading*	\$1.54
Billing*	\$1.74
Generation of electricity*	\$230.81
Transmission and ancillary services*	\$13.12
Transmission cost adjustment*	\$3.05
Cost of electricity you used	\$331.27

Taxes and fees

Regulatory assessment	\$0.61
State sales tax	\$18.59
County sales tax	\$2.32
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$352.79

Total charges for electricity services

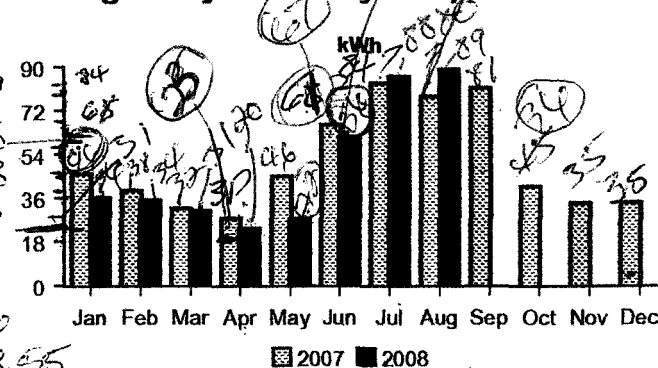
\$352.79

* These services are currently provided by APS but may be provided by a competitive supplier.

Amount of electricity you used

Meter reading on Aug 22	47233
Meter reading on Jul 25	44710
Total electricity you used, in kWh	2523

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	28	31	29
Average outdoor temperature	93°	92°	91°
Your total use in kWh	2523	2703	2282
Your average daily cost	\$12.59	\$12.30	\$8.25

\$233

179.78





THE POWER TO MAKE IT HAPPEN®



Your electricity bill
September 26, 2008

Lydia Tsosie

Your account number
991532281

Your service plan: Standard Rate With E-3

Meter number: K10636
Meter reading cycle: 18

Charges for electricity services

Cost of electricity you used

Basic service charge	\$1.79
Delivery service charge	\$76.91
Environmental benefits surcharge	\$1.32
Federal environmental improvement surcharge	\$0.37
Competition rules compliance charge	\$0.79
System benefits charge	\$4.33
Energy support program discount	-\$13.00
Metering*	\$2.56
Meter reading*	\$1.76
Billing*	\$1.98
Generation of electricity*	\$211.62
Transmission and ancillary services*	\$12.16
Transmission cost adjustment*	\$2.83
Cost of electricity you used	\$305.42

Taxes and fees

Regulatory assessment	\$0.56
State sales tax	\$17.13
County sales tax	\$2.14
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$325.25

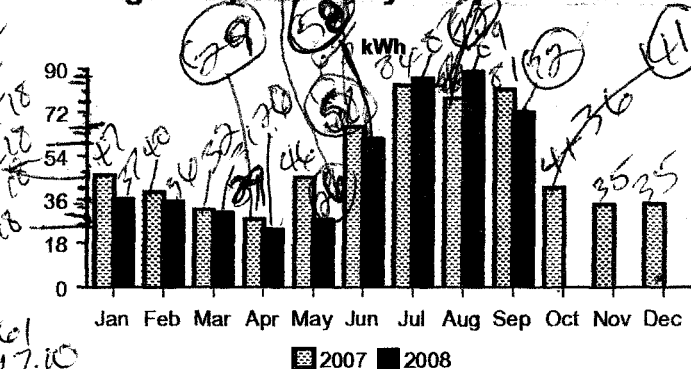
Total charges for electricity services **\$325.25**

* These services are currently provided by APS but may be provided by a competitive supplier.

Amount of electricity you used

Meter reading on Sep 23 • 49572
Meter reading on Aug 22 47233
Total electricity you used, in kWh **2339**

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	32	28	29
Average outdoor temperature	87°	93°	91°
Your total use in kWh	2339	2523	2390
Your average daily cost	\$10.16	\$12.59	\$8.48

160.58

(12.02)





THE POWER TO MAKE IT HAPPEN®



Your electricity bill
October 28, 2008

Lydia Tsosie

Your account number
991532281

Your service plan: Standard Rate With E-3

Meter number: K10636
Meter reading cycle: 18

Charges for electricity services

Cost of electricity you used

Basic service charge	1.79	\$1.62
Delivery service charge		\$35.94
Environmental benefits surcharge		\$1.32
Federal environmental improvement surcharge		\$0.17
Competition rules compliance charge		\$0.37
System benefits charge		\$2.02
Energy support program discount (14%)		\$19.01
Metering*	2.57	\$2.32
Meter reading*	1.76	\$1.60
Billing*	1.00	\$1.80
Generation of electricity*	47.37	\$81.61
Transmission and ancillary services*		\$5.68
Transmission cost adjustment*	10%	\$1.32
Cost of electricity you used		\$116.76
		86.83

Taxes and fees

Regulatory assessment	2.20	\$0.21
State sales tax	5.66	\$6.55
County sales tax	0.7	\$0.82
City sales tax		\$0.00
Franchise fee		\$0.00
Cost of electricity with taxes and fees		\$124.34

Total charges for electricity services

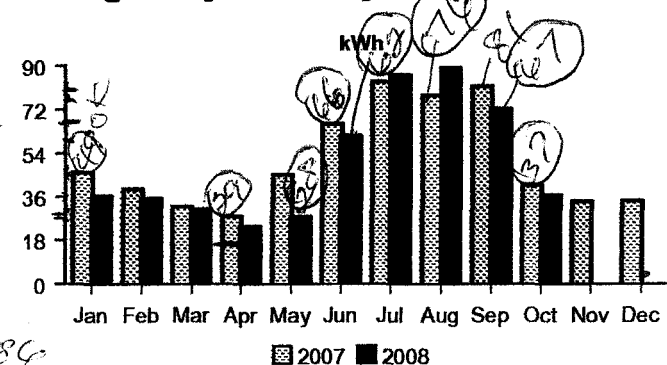
\$124.34

* These services are currently provided by APS but may be provided by a competitive supplier.

Amount of electricity you used

Meter reading on Oct 22	50665
Meter reading on Sep 23	49572
Total electricity you used, in kWh	1093

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	29	32	32
Average outdoor temperature	77°	87°	74°
Your total use in kWh	1093	2339	1340
Your average daily cost	\$4.28	\$10.16	\$4.17

100.96
-14.13

29.93 over charge
31.84 + taxes

18.31
32.73
30.57